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February 25, 2008

Marlene H. Dortch, Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Suite TW-A325  
Washington, D.C. 20554

Re: EB Docket No. 06-36  
Annual CPNI Certification for Year 2007

Dear Ms. Dortch:

In accordance with Public Notice DA 08-171, issued on January 29, 2008, attached is the annual CPNI certification filing for the year of 2007 for Hamilton Telephone Company.

Sincerely,

A handwritten signature in black ink, appearing to read "John Nelson", is written over a horizontal line.

John Nelson  
Vice President

Attachment

cc: Federal Communications Commission  
Enforcement Bureau  
Telecommunications Consumers Division  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554

Best Copy and Printing, Inc.  
445 12<sup>th</sup> Street  
Suite CY-B402  
Washington, D.C. 20554

**Annual 47 C.F.R. & 64.2009(e) CPNI Certification**

**E.B. Docket 06-36**

Annual 64.2009(e) CPNI Certification for 2007

Date filed: 02-25-08

Name of company covered by this certification: Hamilton Telephone Company

Form 499 Filer ID: 801915

Name of signatory: John Nelson

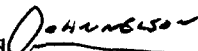
Title of signatory: Vice President

I, John Nelson, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules.

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 of the Commission's rules.

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

Signed  \_\_\_\_\_

ATTACHMENT

December 8, 2007

Operating Procedures for Compliance with CPNI Rules  
Hamilton Telephone Company (ID: 801915)  
Hamilton Long Distance Company (ID: 801916)

Hamilton Telephone Company and Hamilton Long Distance Company (hereinafter "Hamilton") have implemented the following procedures to ensure compliance with Part 64 of Title 47 of the Code of Federal Regulations, Subpart U – Customer Proprietary Network Information (CPNI), 64.2001 through 64.2011. The purpose of these procedures is to safeguard customer information.

Compliance Officer

Hamilton has appointed a CPNI Compliance Officer and a back-up Compliance Officer. The Compliance Officer is responsible for ensuring that Hamilton is in compliance with all of the CPNI rules. The Compliance Officer is also the point of contact for anyone (internally or externally) with questions about CPNI. The back-up Compliance Officer will follow all Operating Procedures in the absence of the Compliance Officer.

Employee Training

CPNI regulatory training is required for marketing personnel and Hamilton's personnel who interact with customers and customer accounts. Employees are trained on an annual basis, and more frequently if needed. Newly hired employees are assessed to determine if CPNI training is applicable. If so they will receive the proper training as required by Hamilton's policy. The training includes, but is not limited to, when employees are and are not authorized to use CPNI, and on the authentication methods that Hamilton is using. The detail of the training can differ based on whether or not the employee has access to CPNI.

After completing this training, all employees for whom this training is required are also required to sign a certification that they have received training on the CPNI rules, that they understand Hamilton's procedures for protecting CPNI and they understand Hamilton's disciplinary process for improper use of CPNI. A CPNI manual that includes the rules is available at each employee's location.

All employees exposed to CPNI have been instructed that if they have any questions regarding the proper use of CPNI, or if they are aware of CPNI being used improperly by anyone, they should contact the Compliance Officer immediately.

#### Customer Notification and Request for Approval to Use CPNI

Currently, Hamilton has not asked its customers for approval to use CPNI because it only uses CPNI in those instances where it is permissible to use CPNI without customer approval. A subsidiary of Hamilton does have access to the CPNI but only for the purposes allowed under the CPNI rules. All employees of this subsidiary are subject to the same CPNI requirements as Hamilton. Hamilton does not share the customer's CPNI with any joint venture partner, independent contractor or any other third party. For marketing purposes, Hamilton does mass marketing to all customers or uses CPNI to market only service offerings among the categories of service to which the customer already subscribes.

If Hamilton receives a call from a customer who wants to discuss services outside of the customer's existing service offerings, the customer service representative uses the oral notification for one-time use of CPNI to obtain approval for the duration of the call only.

In 2008, Hamilton plans to request approval from its customers to use their CPNI via the opt-out method. Hamilton will ensure that it follows all of the requirements for the opt-out method and the CPNI Compliance Officer will review and monitor the process.

Hamilton already has the functionality in its software so that a customer's approval or disapproval can be prominently displayed prior to the use of CPNI.

## Customer Authentication Process

Hamilton does not disclose any CPNI until the customer has been appropriately authenticated as follows:

**In-office visit** – the customer, or an individual that has been authorized by the customer to access the account, must provide a valid photo ID.

**Telephone inquiry** – the customer, or an individual that has been authorized by the customer to access the account, is authenticated by providing the established answer to our question for that specific account. If a customer calls and the answer to our authentication question has not been established, a Hamilton employee will contact the customer. The employee will do this by calling the customer's telephone number of record, mailing the customer at their address of record or ask the customer to come into the office with a valid photo ID to establish the answer to our authentication question.

Hamilton has not established a "password" for providing call-detail to its customers. A request for call-detail is handled as follows:

- If the customer can provide all of the call detail information (telephone number called, when it was called, the amount of the call, etc.) necessary to address the customer's issue, Hamilton will continue with its routine customer care procedures.
- If the customer cannot provide all of the call detail information to address the customer's issue, Hamilton will: (1) call the customer back at the telephone number of record, (2) send the information to the address of record, or (3) ask the customer to come into the office and provide a valid photo ID.

### Customer Notification of Account Changes

Hamilton notifies customers of any changes that have been made to their account, either by sending a notification to the address of record or by calling the telephone number of record. If the customer did not authorize any change, they are asked to contact our office immediately.

### Disciplinary Process

Hamilton has established a specific disciplinary process for improper use of CPNI. The disciplinary action is based on the type and severity of the violation. All violations will include retraining the employee on the CPNI rules. Additional disciplinary action could include any or all of the following: making a notation in the employee's personnel file, a formal written reprimand, suspension or termination.

A single incidence of an unintentional violation could be cause for the least severe discipline while intentional and/or multiple violations could be cause for the most severe discipline.

The disciplinary process is included in the employee handbook under CPNI regulations. It has been reviewed with each employee that works with CPNI.

### Notification of Breaches

A breach occurs when a person, without authorization or exceeding authorization, has intentionally gained access to, used, or disclosed CPNI with an intent to cause harm.

Employees will immediately notify the Compliance Officer of any indication of a breach. If it is determined that a breach has occurred, the Compliance Officer will do the following:

1. Notify the United States Secret Service (USSS) and the Federal Bureau of Investigation (FBI) as soon as possible, but not later than 7 business days after determination of the breach via their electronic link at <http://www.fcc.gov/eb/cpni>.
2. Notify the customer only after 7 business days have passed since notification to the USSS and FBI, unless the USSS or FBI has requested an extension.
3. Maintain a record of the breach, the notifications made to the USSS and FBI and the notifications made to the customer. A detailed description of CPNI that was the subject of the breach, dates they occurred, how the breach occurred, impact of the breach, proof of notification to law enforcement and other pertinent details will need to be kept.
4. All records will be maintained for 2 years and explained in the annual certification.

#### Annual Certification

The Compliance Officer will file a Compliance Certification with the FCC by March 1 of each year for data pertaining to the previous calendar year.